

STOP PRESS – CHANGES TO YOUR PRESCRIPTIONS

Due to unprecedented financial pressure on the North Yorkshire and York Primary Care Trust (PCT) local GPs have been instructed to maximise cost-effectiveness when prescribing and to try and eliminate wasteful prescribing.

We have been advised to:

- Stop prescribing medicines which have little evidence to support their effectiveness
- Always prescribe generic (non-branded) versions of medicines - they are less costly than branded drugs but equally effective
- To review the prescribing of some "Special" items which are very costly
- To issue smaller quantities of medicine on each prescription for items such as gluten-free foods, dressings and appliances.

We hope that these initiatives will result in worthwhile cost-savings for local healthcare. We aim to ensure that the actions do not adversely affect your care and will keep you fully informed if we make changes to your medications.

If you have any queries please contact the PCT Patient Advice and Liaison Service (PALS) on 0800 0688000.

Flu Clinics – By now most people over 65 years or in the target "at risk" groups should have had their flu jab. If you haven't yet had it please phone the surgery to book into a clinic. For those patients who are housebound we will be arranging for someone to visit to give you a flu jab.

Missed appointments

Every month patients miss their appointments – **91** in **September** this year (45 with GPs, 38 with Practice Nurses and 8 with counsellors). Please let us know if you are unable to attend your appointment so that we can offer it to someone else.

If patients miss 2 appointments in close succession without good reason we have asked our Practice Manager to write to you about it.

CARER'S RESOURCE

Are you a carer for a relative or friend?

Caring can be a tough and lonely job.

The Carers' Resource can offer FREE information, advice and support. It is completely confidential.

They are now running advice sessions on the second floor at Mowbray Square.

You can contact them by filling in a referral card (available on the display stand near the front entrance) or by phoning 01423 500555. Alternatively discuss referral with your GP or Practice Nurse.

Complaints procedure

We always welcome feedback from our patients. If you have any feedback (positive or negative) with regards to the Practice or the staff then please contact Leanne Ashton – Practice Manager in the first instance. If you wish to make a complaint please do so in writing to Leanne including as much detail as possible. All issues are discussed with the Partners and we endeavour to respond as soon as possible.

St Luke's Surgery



Newsletter



Autumn 2010

Contacting the surgery

St Luke's Surgery
Mowbray Square Medical Centre

Harrogate

HG1 5AR

Tel: 01423 503035

Fax: 01423 562665

Email: stlukesadmin@gp-b82076.nhs.uk

Have you looked at our website?
www.stlukesdoctors.co.uk

Out of Hours Services

To speak to or see a doctor at night or at weekends please telephone **0845 0568060**

The service is open 6pm-8am on weekdays and 24 hour cover on weekends and Bank Holidays.

Surgery Opening Times

Monday	7:00am-8:00pm*
Tuesday	8:00am-6:00pm
Wednesday	8:00am-6:00pm
Thursday	8:00am-6:00pm
Friday	8:00am-6:00pm

*Extended hours for people who work

Staff News

We are very pleased that **Dr Sian Greenwood** is now fully back at work after a period of phased return. Our practice manager, **Leanne Ashton**, had a baby boy, Harry, in April. She has now returned to work after her maternity leave. We are very grateful for the input from **Alan Haines** who covered during her absence. **Liz Wallace**, our reception co-ordinator, had a baby girl, Edie, in September. She will not be back with us until summer next year. **Dr Anna Handley** has just had a baby boy, Thomas. She does not plan to return to work until next summer. In the meantime **Dr Zoe Hopkinson** is providing a family planning service for our patients.

Memorial Tree for Practice Nurse, Julia Merrell

Thank you to all patients who contributed to the tree in memory of Practice Nurse, Julia Merrell. A large red maple has been purchased and will be planted on the Stray. There will be a dedication service – probably at the end of November or early December. Any patient wishing to join her family, friends and the surgery staff would be very welcome. The date will be publicised in the surgery and on the practice website as soon as it is agreed.

Appointment Update

The new appointment system is now up and running. For non-urgent problems we aim to be able to offer a range of **book-ahead appointments** up to 2 weeks in advance. The early morning and late evening appointments on Mondays are reserved for workers and schoolchildren.

We also offer **telephone appointments** with the doctors for problems such as medication queries which can be sorted out over the telephone. Practice Nurse, Charlotte Lee also has telephone appointments on Wednesday and Friday mornings.

Anyone who rings the surgery in the morning with an urgent problem will be seen that day in an **Emergency Rapid Access Clinic** run by the duty doctor. These slots are 5 minutes long for single problems only please.

We also offer a **Minor Injuries Service** for minor burns and scalds, sprains and foreign bodies in the eye. However if X-Rays or suturing is required we would have to refer you to the A & E department.

Introducing our Extended Team

St Luke's patients are cared for by an extended health care team including district nurses, our community matron and our health visitors.

District Nurses: Our district nursing team visit housebound patients in their own homes and are involved in chronic disease management, wound dressings etc.

Sisters Ann Clark (Wed, Thurs, Fri) & Debbie Atkinson (Mon, Tues), Nurses Angela O'Connor, Louise Prosser, Elaine Taylor & Margaret Hackett, Health Care Support workers, Dena Franklin & Mary Gough.

Telephone: 01423 812842

Community Matron: Our Community Matron, Sue Bradshaw, looks after patients with complex health care needs. **Telephone: 01423 557245**

Health Visitors: The health visitor team, led by Janet Dunmore, offers support and gives advice to new mothers and their babies and also monitors the growth and development of pre-school children. **Telephone: 01423 557247**

Janet runs a clinic on Wednesdays at the surgery – you can book an appointment by phoning the surgery.

FAMILY PLANNING SERVICES AT ST. LUKE'S

We offer a full range of family planning services at St Luke's. Drs Anna Handley & Zoe Hopkinson and Practice Nurse, Charlotte Lee have specialist training in family planning. They are able to insert coils (both copper and the hormone version, Mirena) and hormone implants. We also offer the Depo-Provera hormone injection as well as a full range of contraceptive pills.

Emergency contraception

If a patient requires the "morning after" contraceptive pill they can access an urgent appointment with the duty doctor or our family planning nurse. The sooner after unprotected sex it is taken the more likely it is to be effective. It can also be obtained from the out of hours services at weekends and from some community pharmacies.

SEXUAL HEALTH CLINICS

There is now a drop in clinic for sexual health problems at Mowbray Square Medical Centre. It is situated on the ground floor and runs from 4-6pm on Thursday evenings. No appointment required – just drop in for testing or advice.

There are also clinics (both appointment and drop in) at the Heatherdene Centre for Sexual Health at the hospital. Telephone for advice on: 01423 553428